

FORMAT B.1				
Format for Technical Pre-Bid Queries				
Tender TPSODL/OT/2021-22/032				
Package SITC and Maintenance of Network Firewall of Data Center at TPSODL				
Sr. No.	Detailed Reference to TPSODL Technical Document. Please specify Document No / Clause No / Page No	Description as per Bid Document	Remarks - Query / Clarification	TPSODL Response
1		Not mentioned	Bidding under consortium /JV	not allowed
2	Delivery Time	The devices should be delivered within 3 weeks from order issuance date and installation of the same should be done in one week from the date of intimation. (TPSODL EIC will intimate date to bidder for installation of equipment's).	We request customer to please increase the delivery timelines from 3 weeks to 16 weeks as there is delay from all the OEM due to COVID 19	10-12 weeks
3	Liquidated Damages	In case uptime commitment of device (as mentioned in clause 2 (a), (c), 3, 5, 6, 7, 8)) of this SLA) is not met, the same would attract a Penalty @ Rs1000 per hour per device. The penalty money will be recovered from the payment due to vendor	We request customer to please amend the clause as below In case uptime commitment of device (as mentioned in clause 2 (a), (c), 3, 5, 6, 7, 8)) of this SLA) is not met, the same would attract a Penalty @ Rs200 for every 4 hours per device. The penalty money will be recovered from the payment due to vendor	as per rfp
4	Annexure VII Maintenance Services	Annexure VII Maintenance Services	Is configuration management & change management in scope of the RFP. If yes, what's the service window	As per the SLA applicable
5	General	Site access and permission	All kind of permission/access at site from feasibility check to hardware delivery will be arranged by customer. In building internal cable routing in false ceiling and under POP wall will be in customer scope of work	will facilitated at the time of execution
6	General	Power and earthing	RACK Space, Proper power supply and earthing arrangement for the bidder network devices will be arranged and maintained by customer.	will facilitated at the time of execution
7	General	Network equipment safety	All the network equipment's delivered by bidder at customer site for the Services should be kept under safe custody by the customer. In case any device found lost or damaged due to customer attribute than customer has to bear the cost for lost/damaged as well as new device.	Noted
8	General	Central spoke	Central spoke from customer is required to -> address and resolve all customer end issues. -> provide link delivery acceptance -> weekly/monthly project review -> Invoice submission and clearance.	yes

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9	General	Acceptance criteria	we request bank to please specify the acceptance criteria and testing criteria	As per the SOW and SLA
10	General	First level troubleshooting	In case of fault, FLT will be done by the customer spoke available at site. No downtime will be attribute to bidder incase the local person is not available at site or on site access is not available for the bidder engineer to check after the FLT.	no applicable
11	General	SLA calculation	SLA/downtime calculation will be done basis the trouble ticket raised by the customer with the bidder central helpdesk. Bidder will share the monthly uptime report with the customer where all the SR will be captured along with detailed RFO/RCA.	as per sow and SLA
12	General	SLA Exemption	NO SLA penalty will be applicable on bidder incase the location is down due to 1) Power issue at customer end. 2) Improper earthing at site. 3) Equipment damaged due to water seepage or stolen from the location. 4) Access not available at site for the bidder engineer to check the issue. 5) LC not available at site. 6) Any condition which is beyond the control of bidder.	noted
13	General	Manpower	Is bidder need to provide any manpower at bank location kindly confirm	as per sow and SLA
14	Qualification Criteria	The bidder should have executed similar works for Cumlative Rs.2 Cr. During last 3 years.	Request of bidder - The bidder should have executed similar works for Cumlative Rs.1.50 Cr. During last 5 years. Justification : Since Normal warranty covers under 5 years contract in Firewall . This can be for larger participation.	Allowed
15	Delivery Terms	As mentioned in the SLA (The devices should be delivered within 3 weeks.)	Request of Bidder - The device will be delivered with in 10-12 weeks after receiving PO. Justification - Due to global Pandemic , delay in delivery Globally	1-12 weeks
16	Technical Specifications	Solution must ensure application availability and performance across multiple corporate WAN or across the internet to multi-cloud environments by leveraging WAN path failover, link aggregation, link remediation, and active path performance metrics. Solution should be capable enough to choose best link which meets performance expectations for a particular application and assigns packets or sessions to that WAN path.	Request of Bidder - Please clarify feature required for link remediation and what is metric for performance expectation of application. Justification - Clarification Required	as per the RFP

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17	Technical Specifications	Centralized Logging and reporting solution must be proposed for internet and MPLS Firewall, supporting at least 25 GB/day logging license. Software license can be proposed for Logging and reporting solution.	Request of Bidder - We understand firewall require in HA and total QTY mentioned is 2, in this clause logging capacity required for Internet and MPLS Firewall. Please clarify does logging solution should support logs from any existing firewall, if yes please share Make and Model of the same. Justification - Clarification Required	as per the RFP
18	New Clause Request	Firewall should support ipsec VPN throughput 17 Gbps and SSL Inspection throughput of 15 Gbps. If performance numbers are not mentioned in Datasheet, same should be derived from ICASA labs or NSS Labs reports.		as per the RFP
19		700k plus concurrent connection requirement is not one that we can adhere to, but can position maestro (hyperscale firewall) if requirement is changed		as per the RFP